

**A CUSTOMER SERVICE GUIDE  
(FOR CONTRACTORS)**

**Mission & Installation Contracting Command  
Fort Polk, Louisiana**

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### **QUESTION 1: HOW DO I GET STARTED AS A CONTRACTOR AT FORT POLK?**

**ANSWER:** To be awarded a contract you must identify your Federal Supply Classification Code (FSC), identify your North American Industry Classification Codes (NAICS), obtain a DUNS (Data Universal Numbering System) number, register in Central Contractor Registration (CCR), complete your Online Reps & Certs (ORCA), and provide Electronic Funds Transfer (EFT) information for payment of invoices. ([back to Question List](#))

### **QUESTION 2: WHAT IS CENTRAL CONTRACTOR REGISTRATION?**

**ANSWER:** The Federal government implemented a policy whereby all contractors/vendors who wish to do business with any Federal agency must utilize the Central Contractor Registration (CCR). The CCR is a single repository for contractor data and updated annually by registrants. If you do not register in CCR, you will not receive a contract award from any Federal agency. ALSO, it is mandatory that you update the CCR information at least once every 365 days or if any of your data requires a change. If you do not, your company information will be removed from the CCR database. ([back to Question List](#))

### **QUESTION 3: HOW DO I APPLY FOR CENTRAL CONTRACTOR REGISTRATION?**

**ANSWER:** You may register directly with CCR through interactive World Wide Web application at <https://www.bpn.gov/ccr>. You must obtain a DUNS number in order to complete your CCR. The DUNS number is a unique 9-character identification number provided by Dun & Bradstreet. This can be obtained simply by calling 1-866-705-5711 or 610-882-7000 or by direct application at <http://fedgov.dnb.com/webform>. Because CCR is a federally mandated and funded program, there is no cost to registrants for registering in the CCR. ([back to Question List](#))

#### **What data is needed to register in CCR?**

A: CCR registrants are required to submit detailed information on their company in various categories. Additional, non-mandatory information is also requested. The [CCR User's Guide](#) defines and details specific informational requirements. The User's Guide also provides guidelines on how to obtain unknown information. Categories of required and requested information include:

- General Information – Includes, but is not limited to, DUNS number, Commercial and Government Entity (CAGE) Code, company name, Federal Tax Identification Number (TIN), location, receipts, employee numbers, and web site address.
- Corporate Information – Includes, but is not limited to, organization or business type and SBA-defined socioeconomic characteristics.
- Goods and Services Information – Includes, but is not limited to, NAICS code, SIC code, Product Service Code (PSC), and Federal Supply Classification (FSC) code.

- Financial Information – Includes, but is not limited to, financial institution, American Banking Association (ABA) routing number, account number, remittance address, lock box number, Automated Clearing House (ACH) information, and credit card information.
- Point of Contact (POC) Information – Includes, but is not limited to, the primary and alternate points of contact and the electronic business, past performance, and government points of contact.
- Electronic Data Interchange (EDI) Information\* – Includes, but is not limited to, the EDI point of contact and his or her telephone, e-mail, and physical address. (*\*Note: EDI Information is optional and may be provided only for businesses interested in conducting transactions through EDI.*)

Users will be unable to submit their registration online unless all the mandatory information is provided. ([back to Question List](#))

#### **QUESTION 4: HOW WILL I KNOW MY REGISTRATION WAS SUCCESSFUL?**

**ANSWER:** You will be notified of missing information by a list of “errors” when you click on “Validate/Save”. Once you have provided the information, click “Validate/Save” again to verify that all necessary fields are filled. Via fax/mail, if your registration is missing information, you will receive a letter that includes a copy of your registration and a list of the missing data. It is your responsibility to provide any missing data back to the CCR Assistance Center so that your registration can be completed. If your registration was submitted successfully, then you will receive two letters via U.S. mail. The first letter is to welcome you to CCR and will include a copy of your registration. The second letter contains your confidential Trading Partner Identification Number (TPIN). The TPIN is sent separately for security reasons. Receipt of your TPIN not only confirms that you are successfully registered in CCR, it is required to make or request any changes or updates to your active registration. The TPIN is your confidential password to change your CCR information. The TPIN is not to be used on contracts or other Government paperwork. ([back to Question List](#))

#### **QUESTION 5: HOW DO I VERIFY THE STATUS OF MY REGISTRATION?**

**ANSWER:** Visit CCR’s homepage at <https://www.bpn.gov/ccr> and click on “CCR Search”. When prompted, enter your DUNS number and click “Search”. The registration status is located at the top of the page in RED. You may also confirm your registration by calling the CCR Assistance Center at 1-866-606-8220 or 334-206-7828. ([back to Question List](#))

#### **QUESTION 6: HOW DO I RENEW, CHANGE, OR CANCEL AN ACTIVE REGISTRATION?**

**ANSWER:** The Internet is the recommended option for making changes or renewing your registration. Changes can be made by going to CCR’s homepage at <http://www.bpn.gov/ccr> and clicking on “Active Registrations, Renew or Update”. Enter your DUNS number and TPIN, click “Submit”. Make the necessary changes then click “Validate/Save” button for an update to

register in the system. To submit a renewal with no changes, follow the same steps listed above with the exception of making changes to your information. Reminder: you must click “Validate/Save” to activate the renewal, even if none of your information has changed. To change or renew registration by mail or fax send your DUNS number, your TPIN number, company name and changes (if necessary) to CCR Assistance Center, 74 Washington Street, Suite 7, Battle Creek, MI 49017-3084 or fax 616-961-7243 for update. There are two ways to cancel an active registration: (1) go to <http://www.bpn.gov/ccr> click on “Update My Registration”, enter your DUNS number and TPIN and click “Delete Profile; or (2) contact the CCR Assistance Center at 1-866-606-8220. **REMEMBER:** *You must renew your registration at least once a year. If you do not renew your registration, it will expire. An expired registration will affect your ability to conduct business with the Department of Defense. It will also affect any outstanding invoices being processed by the Defense Finance and Accounting Service. (That is, you will not receive payment until your registration is current.)* [\(back to Question List\)](#)

**QUESTION 7:** ONCE I HAVE BEEN REGISTERED IN THE CENTRAL CONTRACTOR REGISTRATION (CCR), WILL I AUTOMATICALLY RECEIVE SOLICITATIONS FOR MY PRODUCTS/SERVICES?

**ANSWER:** Input of your company’s information into the vendor database through the CCR does NOT automatically insure that you will be sent a solicitation for your services/supplies. **It is the vendor’s responsibility** to search the various Internet sites for upcoming Government procurements. [\(back to Question List\)](#)

**QUESTION 8:** DO YOU MAINTAIN BIDDER’S MAILING LISTS?

**ANSWER:** MICC ICO Fort Polk does not collect this information; however, information on prime contractors and subcontractors interested in a particular solicitation is collected on the Federal Business Opportunities website (<https://www.fbo.gov>). Subcontractors can also search SUB-Net at <http://web.sba.gov/subnet> for subcontracting opportunities that prime contractors have posted. [\(back to Question List\)](#)

**QUESTION 9:** WHAT IS THE GOVERNMENT PURCHASE CARD PROGRAM?

**ANSWER:** The Installation Contracting Office has adopted the Government Purchase Card Program for all “micropurchases”. Micropurchases include supplies and subsistence procurements at or below \$3,000, services at or below \$2,500 and construction projects at or below \$2,000. Individuals on the Fort Polk installation have been appointed as “buyers” for these purchases and have been issued Government Purchase credit cards. This means that if an activity has a requirement to make these types of purchases, he/she will either place a phone call to the vendor of his/her choice or visit the vendor’s place of business to order the item(s). The vendor will be asked if he accepts a GPC purchase card. If not, the buyer may go elsewhere to make his/her purchase. More information on this program can be obtained from the Installation Contracting by calling (337)531-2322. [\(back to Question List\)](#)

**QUESTION 10: MAY I PERFORM A DEMONSTRATION OF MY PRODUCT OR SERVICE FOR POTENTIAL CUSTOMERS AT FORT POLK?**

**ANSWER:** Yes, but you **MUST** contact the Installation Contracting Office associated with the product or service to obtain permission and sign a vendor demonstration agreement, and to set up an appointment with the personnel most likely to use your product or service. Please be aware that a demonstration is not a guarantee to purchase your product or service, and the Government is not liable for loss or damage occurring during the demonstration. ([back to Question List](#))

**QUESTION 11: HOW DO I SELL MY OFFICE PRODUCTS TO FORT POLK?**

**ANSWER:** In accordance with the Javits-Wagner-O-Day (JWOD) Act, federal agencies are required to purchase office products from AbilityOne participating nonprofit agencies that employ people who are blind or severely handicapped; this capability is at the Fort Polk SSSC store. Otherwise, unless you are a Blanket Purchase Agreement holder at the DoDEMALL, potential users are prohibited from purchasing office products from your organization. ([back to Question List](#))

**QUESTION 12: WHAT IS FEDBID?**

**ANSWER:** FedBid is a buyer-driven online marketplace to compete purchases of commodities such as computer hardware, software, electronics, office items, industrial equipment, automotive equipment, furniture, facilities equipment, and various miscellaneous supplies. In order to register with FedBid or find more information about this program, visit the FedBid website at [\*\*www.FedBid.com\*\*](http://www.FedBid.com). Registration is free and FedBid will assist companies in completing the registration process and understanding the terms, conditions, and fees involved in providing bids through the reverse auction procedure. ([back to Question List](#))

**QUESTION 13: IS IT TRUE THAT THERE ARE FEWER PRIME CONTRACTING OPPORTUNITIES AT FORT POLK?**

**ANSWER:** Yes, it is true. The trend in Government contracting is to award fewer prime contracts utilizing “master” contracts, such as Job Order Contract, Maintenance, Repair & Rehabilitation Contract, Blanket Purchase Agreements, Blanket Purchase Orders, and regionalized/consolidated contracts. The goal is to eliminate redundancies and leverage Army-wide requirements through “economies of scale” buying to reduce lead times and costs. ([back to Question List](#))

**QUESTION 14: WHAT IS THE “JOB ORDER CONTRACT” at Fort Polk?**

**ANSWER:** The “job order contract” for construction requirements was awarded for a base year period with four option years, with an estimated value of \$20 million. It covers minor construction work, repairs, and maintenance of various types. Contract pricing is based on the most current year R.S. Means Facilities and Construction Cost Data (F.C), R.S. Means Repair and Remodeling (R.R), and other factors. ([back to Question List](#))



**QUESTION 15:** IS THE INSTALLATION CONTRACTING OFFICE THE ONLY PROCURING AGENCY FOR CONSTRUCTION OR SERVICE CONTRACTS PERFORMED ON FORT POLK?

**ANSWER:** No. Certain construction projects are approved and funded by Congress under Military Construction Appropriations Acts; these projects are procured by the Army Corps of Engineers. The Corps of Engineers has an office on Fort Polk and may be contacted at (337)531-2933. Procurement notices for these projects will be published on the FedBizOpps and/or the ASFI website. ([back to Question List](#))

**QUESTION 16:** WHERE DO I FIND INFORMATION ON SUBCONTRACTING OPPORTUNITIES AT OTHER GOVERNMENT AGENCIES?

**ANSWER:** If you are interested in subcontracting opportunities, ask specific agencies for lists of their prime contractors. For example, GSA publishes the “GSA Subcontracting Directory”; the DoD publishes “Subcontracting Opportunities with DoD”; and the SBA offers the “Subcontracting Directory”, which lists numerous prime contractors for multiple agencies, through the SBA Government Contracting Home Page. Contact the SBA Government Commercial Market Representative (CMR) in your area. ([back to Question List](#))

**QUESTION 17:** HOW DO I OBTAIN A GENERAL SERVICES ADMINISTRATION (GSA) SCHEDULE CONTRACT?

**ANSWER:** You are encouraged to browse GSA’s website at <http://www.gsa.gov>. This site is very comprehensive and contains all sorts of information on GSA and how to become a GSA vendor. GSA also offers free workshops on “How to Obtain a GSA Schedule Contract”. Check with your regional GSA Small Business Utilization Center for more information; for this region, contact Mr. Joey Phelps at [Joey.Phelps@gsa.gov](mailto:Joey.Phelps@gsa.gov) . ([back to Question List](#))

**QUESTION 18:** HOW DO I BECOME A SUPPLIER TO THE DEFENSE COMMISSARY AGENCY (DeCA)?

**ANSWER:** You may contact one of their small business specialists, a regional buyer, your local commissary officer (at Fort Polk), or their small business office. Website is <http://www.commissaries.com/business.cfm>. ([back to Question List](#))

**QUESTION 19:** HOW DO I CONTACT OTHER AGENCIES TO SELL THEM MY PRODUCTS/SERVICES?

**ANSWER:** You can access the FedBizOpps website at <https://fbo.gov> or the Army Single Face to Industry (ASFI) website at <https://acquisition.army.mil/asfi> for information on procurement opportunities with other agencies. ([back to Question List](#))



**QUESTION 20:** WHAT IS THE BEST WAY TO ENSURE THAT I RECEIVE SOLICITATIONS FOR MY PRODUCTS/SERVICES?

**ANSWER:** All Federal procurement offices are required to announce proposed procurement actions over \$25,000 on General Services Administration's (GSA) Federal Business Opportunities (FedBizOpps) website and/or post the solicitation on the Army Single Face to Industry Website (ASFI).

FedBizOpps is accessible at <https://fbo.gov>. ASFI is accessible at <https://acquisition.army.mil/asfi>. ([back to Question List](#))

**QUESTION 21:** DOES FORT POLK ADVERTISE THEIR REQUIREMENTS WITH AGENCIES OTHER THAN GSA'S FEDERAL BUSINESS OPPORTUNITIES (FEDBIZOPPS)?

**ANSWER:** All applicable solicitations are posted on the Government Point of Entry, the Army Single Face to Industry (ASFI) website at <https://acquisition.army.mil/asfi>. Applicable procurement actions are announced on FedBizOpps after being posted on ASFI. Those between \$15K - \$24,999 are posted on the our local website. ([back to Question List](#))

**QUESTION 22:** HOW DO I SUBMIT COMMENTS ABOUT THE CUSTOMER SERVICE THAT I RECEIVED FROM YOUR OFFICE?

**ANSWER:** Fort Polk utilizes an Interactive Customer Evaluation program that is a web-based customer feedback system addressing concerns in Installation service. Go to <http://ice.disa.mil>. Click on "Fort Polk" then select "Acquisition" from the category list. Click on the info column to see service provider information such as hours of operation, phone numbers, and upcoming events. Click on the service provider list to fill out a comment card and send it to the Installation Contracting Office service manager. ([back to Question List](#))

**QUESTION 23:** WHAT ARE SIC AND NAICS?

**ANSWER:** They are the Standard Industrial Classification (SIC) system and North American Industrial Classification System (NAICS). These are codes that classify types of products or services by industry type. Since 1997, SIC codes have been replaced with NAICS codes. Although not required, it will be helpful to you to know the appropriate NAICS codes for the products and services your company has available when accessing most of the websites referenced in this Guide. Procurement notices and solicitation documents normally always include a NAICS, and it may save you time in discerning what work may be of interest to your company. You can review the NAICS and obtain additional information about NAICS by accessing <http://www.census.gov/eos/www/naics>. ([back to Question List](#))

**QUESTION 24:** I UNDERSTAND THAT THERE IS A NEW ON-LINE REQUIREMENT TO SUBMIT VENDOR REPRESENTATIONS AND CERTIFICATIONS IN ORDER TO BE ELIGIBLE FOR CONTRACT AWARD. HOW DO I COMPLY?

**ANSWER:** ORCA (Online Representations and Certifications Application) is a web-based system that centralizes the collection and distribution of vendor representations and certifications of business information required for contract award. Offerors are required to provide representations and certifications electronically via <https://orca.bpn.gov> in conjunction with the required registration in CCR. Representations and certifications need to be updated as necessary, but require an annual update as a minimum. Contracting officials have replaced affected solicitation provisions with directions for vendors to complete ORCA. *NOTE: The vendor must be active in CCR prior to registration in ORCA, and CCR MPIN (Marketing Partner Identification Number) from CCR (a requirement to use ORCA) takes 24 to 48 hours to become activated in ORCA after CCR registration. Therefore, it is critical that vendors interested in doing business with Fort Polk and other Government agencies complete their CCR registration and ORCA requirements in sufficient time to meet solicitation representation and certification requirements.* ([back to Question List](#))

**QUESTION 25.** I HAVE HEARD THAT THE SMALL BUSINESS ADMINISTRATION (SBA) HAS A DATABASE CALLED “PRO-NET”. WHAT IS IT AND HOW DO I ACCESS IT?

**ANSWER:** It is an electronic search engine for information on Small, Disadvantaged, 8(a), HUBZone, Women-owned, Service Disabled Veteran, and Veteran Owned Small Businesses. Recently this database was integrated with Central Contractor Registration (CCR) to simplify the process for small businesses to register for SBA’s procurement preference programs. This means that CCR assumed all of PRO-Net’s search capabilities and functions. Small businesses no longer need to manually register in PRO-Net, just register in CCR. Go to <https://www.bpn.gov/ccr>, click on “Dynamic Small Business Search”. ([back to Question List](#))

**QUESTION 26:** WHAT IS “SUB-NET”? HOW DO I ACCESS IT?

**ANSWER:** Prime contractors use SUB-Net to post subcontracting opportunities. These may or may not be reserved for small business, and they may include either solicitations or other notices – for example, notices of sources sought for teaming partners and subcontractors on future contracts. Small businesses can view this website to identify opportunities in their areas of expertise. SUB-Net is available at <http://web.sba.gov/subnet>. ([back to Question List](#))

**QUESTION 27:** WHAT IS THE HUBZONE EMPOWERMENT CONTRACTING PROGRAM?

**ANSWER:** It is an initiative designed to stimulate economic development by providing federal contracting opportunities to small businesses located in eligible areas. A HUBZone is a “Historically” Underutilized Business Zone. It is a “place-based” federal contracting program serving new market communities with low income or high unemployment. The program provides both prime contract and subcontract benefits. Companies must be certified by the Small Business Administration (SBA) to participate in the program. At the HUBZone website (<http://www.sba.gov/hubzone>), you can quickly determine whether your firm is located in a qualified HUBZone, and you can apply for participation in this program. ([back to Question List](#))

**QUESTION 28:** WHAT IS THE 8(a) BUSINESS DEVELOPMENT PROGRAM? HOW CAN I GET INVOLVED?

**ANSWER:** Section 8(a) of the Small Business Act established a program that authorizes the Small Business Administration (SBA) to enter into all types of contracts with other agencies and to choose subcontractors eligible for program participation to perform the contracts. The SBA's subcontractors are referred to as "8(a) contractors" (who are small disadvantaged businesses). Selecting businesses for the 8(a) Business Development Program is the responsibility of the SBA. In order for your business to participate in the 8(a) Business Development Program you must contact your regional SBA Office at <http://www.sba.gov> or go to the Section 8(a) Business Development Program website at <http://www.sba.gov/8abd>. ([back to Question List](#))

**QUESTION 29:** WHAT IS THE SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS (SDVOSB) PROCUREMENT PROGRAM?

**ANSWER:** The Veterans Benefit Act of 2003 created the procurement program for small business concerns owned and controlled by service-disabled veterans to provide Federal contracting assistance to service-disabled veteran-owned small businesses. The contracting officer may set-aside acquisitions for competition restricted to SDVOSB concerns and can also consider SDVOSB sole source awards. For more information on this program, you are encouraged to visit the SBA's website at <http://www.sba.gov/vets> or Department of Defense Office of Small and Disadvantaged Business Utilization at <http://www.acq.osd.mil/osbp>. ([back to Question List](#))

**QUESTION 30:** WHAT IS THE SMALL BUSINESS DEVELOPMENT CENTER (SBDC) PROGRAM?

**ANSWER:** The Small Business Administration administers the Small Business Development Center Program to provide management assistance to current and prospective small business owners. SBDCs offer one-stop assistance to small businesses by providing a wide variety of information and guidance in easily accessible branch locations. SBDC assistance is tailored to the local community and the needs of the individual clients. This program is designed to deliver up-to-date counseling, training, and technical assistance in all aspects of small business management. SBDC services include, but are not limited to, assisting small businesses with financial, marketing, production, organization, engineering, and technical problems and feasibility studies. To locate the Small Business Development Center in your area, go to <http://www.sba.gov/sbdc>. ([back to Question List](#))

**QUESTION 31:** IF I RECEIVE A CONTRACT AT FORT POLK, WILL I HAVE TO PAY MY EMPLOYEES "FEDERAL" WAGE RATES?

**ANSWER:** In accordance with the Service Contract Act, government agencies must include wage determinations in every service contract that exceeds \$2,500 (but there are some exceptions). In accordance with the Davis-Bacon Act, government agencies must include wage

determinations in every construction contract that exceeds \$2,000. The contractor (and subcontractor) is required by law to pay these wages and all associated fringe benefits, as a minimum, to any of his employees who perform work under the contract. The appropriate wage determinations are included in the government agency's solicitation and resulting contract and are effective for the locality in which the service or construction is to be performed. More information can be obtained at: U.S. Department of Labor's website <http://www.dol.gov/whd/contracts/sca.htm> for Service Contract Act; U.S. Department of Labor's website <http://www.dol.gov/whd/contracts/dbra.htm> for Davis-Bacon Act; and Federal Acquisition Regulation (FAR) Part 22 (<https://www.acquisition.gov/far>). ([back to Question List](#))

#### **QUESTION 32: WHAT IS THE FEDERAL CONTRACTOR PROGRAM?**

**ANSWER:** Under amended Title 38 of the U.S. Code, any contractor or subcontractor awarded a contract of \$100,000 or more on or after December 1, 2003 with the Federal Government must take affirmative action to hire and promote qualified Special Disabled Veterans, Veterans of the Vietnam-era and any other Veterans who served on active duty during a war or in a campaign or expedition for which a campaign medal has been authorized. ([back to Question List](#))

#### **QUESTION 33: WHAT DO I NEED TO DO TO COMPLY WITH THE FEDERAL CONTRACTOR PROGRAM?**

**ANSWER:** If you are a contractor or subcontractor with a contract of \$100,000 or more and have openings for jobs other than top management positions, you must list them with the nearest State Employment Service office. You must also register in the VETS-100 program at <http://www.dol.gov/vets/programs/fcp/main.htm> and you must file VETS-100 Report annually. For assistance call the Vets-100 helpdesk at 301-586-1580 or email [helpdesk@vets100.com](mailto:helpdesk@vets100.com). ([back to Question List](#))

#### **QUESTION 34: WHAT HAPPENS AFTER A JOB IS LISTED WITH THE STATE EMPLOYMENT SERVICE?**

**ANSWER:** Department of Labor Veterans Representatives search for qualified veterans (including Special Disabled Veterans, Vietnam-era Veterans, and any other Veterans who served on active during a war or campaign or expedition for which a campaign badge has been authorized) who have exactly the skills and experience the contractor specifies. These veterans are referred to the contractor per the contractor's referral instructions. Contractors are not required to hire those who are referred but must have affirmative action plans. ([back to Question List](#))

#### **QUESTION 35: WHAT ARE THE ADVANTAGES OF LISTING MY JOBS WITH THE LOUISIANA STATE DEPARTMENT OF LABOR?**

**ANSWER:** Listing jobs with the Louisiana State Department of Labor can help you meet your affirmative action and equal employment opportunity obligations. You also have trained

professionals at the Department of Labor working for you to find workers with exactly the skills you need. There is no charge for listing a job opening with the Department of Labor. ([back to Question List](#))

**QUESTION 36: WHERE CAN I GET FURTHER INFORMATION REGARDING THE REQUIREMENTS OF THE FEDERAL CONTRACTOR PROGRAM?**

**ANSWER:** For other requirements, including the VETS-100 Report, and for a complete description of the Federal Contractor Program, visit the U.S. Department of Labor website at <http://www.dol.gov/vets/contractor>. ([back to Question List](#))

**QUESTION 37: WHAT IS THE CONTRACT MANPOWER REPORTING APPLICATION (CMRA)?**

**ANSWER:** The Contractor Manpower Reporting Application (CMRA) is a business process that has been approved by the Secretary of the Army as a means for collecting information on contracts that provide services to the Department of the Army. An updated CMRA business process, Version 3.0, has been implemented starting with the reporting of Fiscal Year (FY) 2006 information. The basis for and guidance on reporting FY 2006 information via Version 3.0 can be found on <https://cmra.army.mil> under the “User Guide” link. The information to be collected includes, by contract, delivery order/task order number, the funding source and related financial data, organization receiving the services, mission/function performed, and labor hours and costs by Government Fiscal Year (1 October through 30 September). CMRA will enable the Army to (1) fully understand the composition of the Army workforce-military, civilian, and contractor, and allow for more informed workforce staffing and funding decisions; (2) provide better oversight of our workforce, avoid duplication of effort, or shifting of in-house reductions to contract; and (3) better account for and explain our total Army workforce. Any contractor who has a contract for providing services to the U.S. Army must register and report his required information at the CMRA website each fiscal year. ([back to Question List](#))

**QUESTION 38: AFTER I HAVE DELIVERED THE SUPPLIES OR PERFORMED THE SERVICES UNDER MY CONTRACT, HOW SOON MAY I EXPECT PAYMENT?**

**ANSWER:** All contract payments are processed in accordance with the Prompt Payment Act within a specified number of days. Progress payments for construction contracts are to be made 14 days from the receipt of a proper invoice at the “invoice to” address on your contract. Service and supply contract payments and final payments for construction contracts are to be made 30 days from receipt of a proper invoice or date of acceptance by the Government, whichever is later. A “proper invoice” is defined as one that contains the name and address of contractor, the contract line item that is being invoiced and a description of the supplies/services, an invoice number, the date the invoice is prepared, unit price, total price, **contract number**, and delivery order number if applicable. Payments processed through Defense Finance & Accounting Service (DFAS) are paid on the exact day they are due or after a receiving report has been input by the customer activity. Late payments receive interest at the current treasury rate. All payments from the Federal Government will be made by electronic funds transfer (EFT). (*NOTE: These*

*procedures do not apply to purchases made with the Government payment (credit) card. If your contract is being paid with the Government payment card, you must still submit a “proper invoice”; however, your payment will normally be processed in a much shorter period of time.)* ([back to Question List](#))

**QUESTION 39: WHERE DO I SUBMIT MY INVOICES FOR PAYMENT?**

**ANSWER:** Your contract will designate a payment and invoicing address. You must submit invoices in accordance with the terms and conditions of your contract. Questions concerning invoices may be addressed at any time to the point of contact designated in your contract. ([back to Question List](#))

**QUESTION 40: HOW DO I INVOICE FOR PAYMENT BY THE GOVERNMENT PAYMENT CARD?**

**ANSWER:** You may either fax or mail your invoice directly to the paying office or authorized government person designated in your contract. You must ensure that you submit a “proper invoice”. ([back to Question List](#))

**QUESTION 41: HOW DO I INQUIRE ABOUT PAYMENTS MADE BY THE INSTALLATION CONTRACTING OFFICE WITH THE PAYMENT/CREDIT CARD?**

**ANSWER:** For inquiries on contract payments (over \$2,500) to be made with the Government payment (credit) card, call (337)531-2322. ([back to Question List](#))

**QUESTION 42: HOW DO I INVOICE FOR PAYMENT TO DEFENSE FINANCE & ACCOUNTING SERVICE (DFAS)?**

**ANSWER:** If the designated paying office and designated billing (invoicing) office stated in your contract is Defense Finance and Accounting Service (DFAS) you must electronically submit your invoice. To implement DFARS 252.232-7003, “ELECTRONIC SUBMISSION OF PAYMENT REQUESTS”, the Installation Contracting Office, Fort Polk, uses Wide Area WorkFlow – Receipt and Acceptance (WAWF-RA) to electronically process vendor requests for payment. This application allows DoD vendors to submit and track invoices and receipt/acceptance documents electronically.

**The contractor is required to use WAWF-RA when processing invoices and receiving reports. Submission of hard copy DD250/invoices are no longer be accepted for payment.**

The contractor shall register to use WAWF-RA at <https://wawf.eb.mil>. There is no charge to use WAWF. All questions relating to system setup and vendor training can be directed to the help desk at Ogden, UT. Their number is 1-866-618-5988. Web-based training for WAWF is also available at <http://www.wawftraining.com/> ([back to Question List](#))

The paying office DoDAAC and mailing address will be located on the front of your award. You can track your payment information on the DFAS website at



<http://www.dod.mil/dfas/contractorpay/myinvoice.html>. Your purchase order/contract number or invoice will be required to inquire about status of your payment.

Questions concerning payment should be directed to the Defense Finance Accounting Services (DFAS) indicated on the front of your award:

DFAS Rome at 1-800-553-0527

DFAS Indianapolis at 1-888-332-7366

Please have your order number and invoice ready when calling about payment status. ([back to Question List](#))

**QUESTION 43: HOW CAN I INQUIRE ABOUT MY PAYMENT FROM DFAS?**

**ANSWER:** If you have a question regarding a payment that is past due or made more than 30 days ago, contact Army Vendor Pay Branch through their website at <https://myinvoice.csd.disa.mil>. DFAS is required to respond to your inquiry within 24 hours. ([back to Question List](#))

**QUESTION 44: HOW WOULD A VENDOR KNOW IF A REQUESTED ITEM IS AUTHORIZED FOR PURCHASE BY FORT POLK?**

**ANSWER:** The Installation Contracting Office uses several methods for simplified purchases (those under \$150,000) and only certain individuals are authorized to purchase items for the Government. Whenever someone calls or writes to order an item, it is always your responsibility to ensure that the person has the authority to buy items for the Government. There are two things you can do to obtain verification that the purchase is authorized: (1) ask for a purchase order number (it will most always begin with W9124E); or (2) ask for his/her Government (GPC) purchase (credit) card number. If the individual who contacted you cannot provide either one of the above, you MUST refuse to honor the order. If there is any doubt, contact this office immediately prior to processing the “order”. ([back to Question List](#))

**QUESTION 45: WHAT HAPPENS IF I DO HONOR AN UNAUTHORIZED PURCHASE?**

**ANSWER:** Normally, it takes several months for an unauthorized commitment (purchase) to come to the attention of the Installation Contracting Office. Once this office is notified, we will initiate a “ratification” process whereby the Government takes steps to pay the vendor’s claim. You will be asked to provide proof of purchase, delivery, and information on why you accepted the order. Once the ratification process has begun, it can take 3 months or more to receive payment of your claim. Our best advice to every vendor with a doubt to call (337)531-0904 to avoid a lengthy ratification process. ([back to Question List](#))

**QUESTION 46: WHAT ARE “REQUIRED SOURCES” OF SUPPLY/SERVICES?**



**ANSWER:** Federal agencies are required to satisfy requirements for supplies or services from or through certain sources. They are listed below in descending order of priority:

Supplies: Agency inventories, excess from other agencies, Federal Prison Industries, supplies which are on the Procurement List maintained by the Committee for Purchase from People Who Are Blind or Severely Disabled, wholesale supply sources (such as GSA), mandatory Federal Supply Schedules, optional use Federal Supply Schedules, commercial sources

Services: Services which are on the Procurement List maintained by the Committee for Purchase from People Who Are Blind or Severely Disabled, mandatory Federal Supply Schedules, optional use Federal Supply Schedules, Federal Prison Industries or commercial sources.

This means that whenever a supply or service requirement is submitted to the Contracting Office for procurement, we must research the “priority” sources first before soliciting commercial businesses. ([back to Question List](#))

## **APPENDIX A**

### **SMALL BUSINESS ADMINISTRATION (SBA)**

NOTE: The Installation Contracting Office strongly encourages any small business (whether or not you are a current Government contractor) to visit the SBA's website at **[www.sba.gov/businessop](http://www.sba.gov/businessop)** . It is an excellent resource tool. Look at some of the information they offer!

#### **THE BASICS**

- Defining the Market
- How the Government Buys
- Contractor Responsibilities
- Identifying Your Business
- Subcontracting Opportunities
- Procurement Goaling
- Free Online Training

#### **UNDERSTANDING THE RULES**

- Federal Acquisition Regulation (FAR)
- FAR Frequently Asked Questions
- Procurement Policy
- Best Practices

#### **FINDING OPPORTUNITIES**

- Define Your Products/Services
- Identify Agency Needs
- Buying Sources (Agencies)
- Matchmaking

#### **SIZE STANDARDS**

- What is a Small Business?
- Guide to Size Standards
- North American Industry Classification System (NAICS) Definitions
- Frequently Asked Questions about Size Standards
- Table of Size Standards

#### **MARKETING YOUR BUSINESS**

- Register Your Company (Central Contractor Registration, SUB-Net)
- Find Contracting Opportunities (FedBizOpps)
- Federal Supply Schedules
- SBA Assistance
- Specific Training

## **CONTRACT PROPOSALS**

- Preparing the Bid
- SBA Assistance
- Unsuccessful Proposals

In addition, the SBA administers the Small Business Development Center (SBDC) Program to provide management assistance to current and prospective small business owners. The nearest Small Business Development Center (SBDC) in the Fort Polk area is located in Alexandria, LA, phone number 318-484-2123. Here are some of the things they can do for you!

- Provide up-to-date counseling
- Provide training and technical assistance in all aspects of small business management
- Assist with financial, marketing, production, organization, engineering and technical problems and feasibility studies
- Provide special SBDC programs and economic development activities to include international trade assistance, technical assistance, procurement assistance, venture capital formation, and rural development
- Provide special efforts to reach minority members of socially and economically disadvantaged groups, veterans, women, and the disabled
- Assist both current and potential small business owners
- Assist small businesses applying for Small Business Innovation and Research (SBIR) grants from federal agencies

## APPENDIX B

### CCR Codes

NOTE: Your password is related to your user account and does not affect the status of your CCR registration.

### Guide to Codes

This chart may help you sort out some of the major codes used within CCR. Please also see below for specific questions often asked about some of the codes.

CODE	Definition	Description	Where to find the right one for your company
DUNS Number	Data Universal Numbering System	Unique identifier assigned by D&B. Mandatory to begin CCR registration. Nine-digit numeric code, no spaces.	<a href="#">D&amp;B</a>
MPIN	Marketing Partner Identification Number	The MPIN is a self-created access code that will be shared with authorized partner applications [e.g., Past Performance Information Retrieval System (PPIRS), Online Representations and Certifications Application (ORCA), etc.] It must be nine characters long and include at least one letter, one number, and no spaces or special characters.	
CAGE Code	Commercial and Government Entity Code	Unique Identifier assigned by Department of Defense. Five-character alphanumeric value, no spaces. Must be in uppercase format. It is not necessary to have a CAGE Code before registration.	If you do not already have a CAGE Code, one will be assigned to you upon activation of your CCR record.
NCAGE Code	North Atlantic Treaty Organization (NATO) CAGE Code	Unique Identifier assigned by Department of Defense. Five-character alphanumeric value, no spaces. Must be in uppercase format. It is required for all	<a href="#">NCAGE Code Application form</a>

		foreign vendors working for a department under the Department of Defense umbrella.	
NAICS Codes	North American Industry Classification System	Mandatory codes that classify the type of business an organization offers. Created to replace SIC codes.	<a href="#">U.S. Census Bureau</a>
SIC Codes	Standard Industrial Classification Code	Codes that classify the type of business an organization offers. Used for an EPA certification.	<a href="#">Occupational Safety &amp; Health Administration(OSHA)</a>
FSC Codes	Federal Supply Class Codes	Optional, four-character, numeric code used to describe the products your business sells.	<a href="#">FSC Codes</a>
PSC codes	Product Service Codes	Optional, four-character, alpha-numeric code that describes the services your business offers, no spaces.	<a href="#">PSC Codes</a>

**Q: NAICS - What are they, and where do I find them?**

A: Beginning in 1997, the North American Industry Classification System (NAICS) codes began replacing SIC codes. This six-digit code is a major revision that not only provides codes for newer industries, but also reorganizes the categories on a production/process-oriented basis.

The NAICS system was developed jointly by the U.S. Census Bureau in cooperation with the U.S. Economic Classification Policy Committee, Statistics Canada, and Mexico's Instituto Nacional de Estadística, Geografía, e Informática. This new, uniform, industry-wide classification system has been designed as the index for statistical reporting of all economic activities of the U.S., Canada, and Mexico.

Within your CCR registration, you can enter or update this data field on the "Goods and Services" page. On this page, you will find a link to the NAICS search page within the Census Bureau's web site. This search page allows you to search by keyword for the appropriate NAICS codes for your organization. [Visit the NAICS homepage.](#)

**Q: How are CAGE Codes assigned?**

A: Background: The Commercial and Government Entity (CAGE) Code is a five-character ID number used extensively within the federal government. The Defense Logistics Information Service (DLIS), who administers the CAGE Code system, has a [CAGE Code search](#) feature on the internet that will help you determine if a code has been previously assigned to your organization.

For those not listed in the database, the CAGE request process is incorporated into the CCR registration. Therefore, your company will be assigned a CAGE Code during the processing of your registration. Notification of the activation of your CCR registration will be sent via email to the CCR Primary and Alternate Points of Contact. Once your registration is active, you can view your CAGE Code on the web by [searching the active registrations](#), as long as you have not opted out of public display, or by logging in to your account.

The Defense Logistics Information Service (DLIS) in Battle Creek, Michigan, is the only authorized source of CAGE Codes. CAGE Codes will be assigned to registrants as their CCR registration goes through the validation process.

Note: Registrants that require a CAGE Code for a Security Clearance or for the assignment of a DODAAC Code do not need to go through CCR. They can submit the request on the [DoD Form 2051](#), "Request for Assignment of a Commercial and Government Entity (CAGE) Code". Section A must be filled out and signed by their sponsoring government agency. The agency may also request the CAGE Code on their agency letterhead.

Note: Foreign organizations that perform work outside the United States are required to register in CCR in order to receive a contract. They must first obtain a North Atlantic Treaty Organization (NATO) CAGE (NCAGE) Code from the appropriate source. The NCAGE Code can be obtained directly from the Codification Bureau in their country. Please view the up-to-date list of countries and the information necessary to contact the Codification Bureau by visiting their [web site](#).

**Q: What is an MPIN? Where can I locate or assign my MPIN?**

A: A Marketing Partner ID Number (MPIN) is a personal code that allows you to access other government applications such as the Past Performance Information Retrieval System (PPIRS) and the Online Representations and Certifications Application (ORCA). The MPIN acts as your password in these other systems, and you should guard it as such.

The MPIN is a mandatory data element created by the CCR registrant and must have nine characters: at least one letter (upper or lower case) and one number. No spaces or special characters are permitted.

If you are not yet registered in CCR and need an MPIN, please view our [CCR User's Guide](#) to learn what is needed and how to register.

To view your company's MPIN:

1. Go to the CCR Homepage: [www.ccr.gov](http://www.ccr.gov).
2. Enter your user ID and password, then click the "Log In" button.
3. Select "View" across from the DUNS number you are looking for.
4. Scroll to the bottom of the Points of Contact to view your MPIN.

If you change your MPIN, be aware that it may take 24-48 hours for other government systems to recognize your new MPIN. If no change is necessary, DO NOT click Validate/Save Data, just click "Quit CCR" at the top left side of the screen.

If you need individual help in finding your MPIN, contact the [CCR Assistance Center](#).

## **Small Business FAQs**

### **Q: How can I have my business included in the Dynamic Small Business Search?**

A: If you indicate that you are a small business when registering or updating your registration in CCR, a supplemental page with small business information will pop up. This page allows you to enter your small business profile information. This data will automatically populate the SBA database where your business information can be readily accessed through the Dynamic Small Business Search Function.

### **Q: Why can't I indicate my SBA Certifications?**

A: The SBA's Small Business Logic will calculate a registrant's small business size status against each North American Classification System (NAICS) code listed in your record. This size status is based upon your organization's receipts and employee size information. Your record must show the total receipts and number of employees for the entire firm and all its divisions, branches, and affiliates worldwide. SBA will also populate the SBA Certified Small Disadvantaged Business\*, SBA Certified 8(a), and SBA Certified HUBZone business type fields in CCR.

\*Note: As of Oct 6, 2008, SBA will no longer verify the status of companies seeking certification as small disadvantaged businesses. For additional information, go to [http://www.govexec.com/story\\_page.cfm?articleid=41146&dcn=e\\_gvet](http://www.govexec.com/story_page.cfm?articleid=41146&dcn=e_gvet).

### **Q. What are Size Standards? How does SBA determine my size standard?**

A: Size Standards are numerical measures that a registrant must meet in order to qualify as a small business. SBA usually establishes size standards by the number of employees or receipts for most industries based on the North American Industry Classification System (NAICS). However, for Petroleum Refiners, NAICS Code 324110, SBA established two measures that must be met, 125,000 barrels per calendar day capacity AND 1500 employees. In addition, SBA does not use receipts or employees as a measure of size for the following industries and NAICS codes:

- Electric Utilities: Codes 221111, 221112, 221113, 221119, 221121, 221122. The size standard for these industries is 4 million megawatt hours total output for preceding year.

- Finance Institutions: Codes 522110, 522120, 522130, 522190, 522210, and 522293. The size standard for these institutions is \$165 million in assets.

### **Q: How do I update my SBA Profile?**



A: When you update your CCR profile, you will be prompted to go to the SBA supplemental page. Information entered on this page will update your SBA profile.

**Q: How do I obtain my SBA customer number?**

A: Go to <http://www.ccr.gov> and click on Dynamic Small Business Search on the left side of the screen. Enter your DUNS number toward the bottom of the page in the DUNS number field, and click on "Search Using These Criteria". If your company comes up, click on the name. Your SBA number will appear in the URL address of the web browser and will start with "P...".

NOTE: If your company does not come up, you have not yet completed your SBA supplemental pages.

## **APPENDIX C**

### **HELPFUL WEBSITES**

<b>FSC Code</b>	<a href="http://outreachsystems.com/resources/tables/pscs"><u>http://outreachsystems.com/resources/tables/pscs</u></a>
<b>NAICS Code</b>	<a href="http://www.census.gov/eos/www/naics"><u>http://www.census.gov/eos/www/naics</u></a>
<b>DUNs</b>	<a href="http://fedgov.dnb.com/webform"><u>http://fedgov.dnb.com/webform</u></a>
<b>CCR Registration</b>	<a href="https://www.bpn.gov/ccr"><u>https://www.bpn.gov/ccr</u></a>
<b>FEDBIZOPPS</b>	<a href="https://fbo.gov"><u>https://fbo.gov</u></a>
<b>Army Single Face to Industry (ASFI)</b>	<a href="https://acquisition.army.mil/asfi"><u>https://acquisition.army.mil/asfi</u></a>
<b>Small Business Administration</b>	<a href="http://www.sba.gov"><u>http://www.sba.gov</u></a>
<b><a href="#"><u>SBA Size Standards</u></a></b>	